

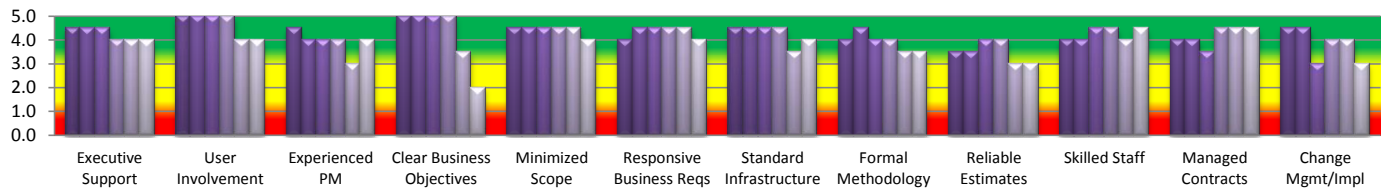


Briskin Consulting Project Quality SCORE Dashboard

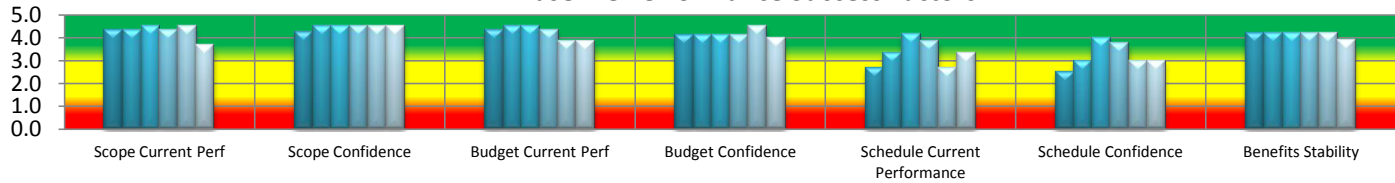
©2009-2011. Proprietary and Client Confidential. Do not copy or distribute without permission.

as of February 29, 2012

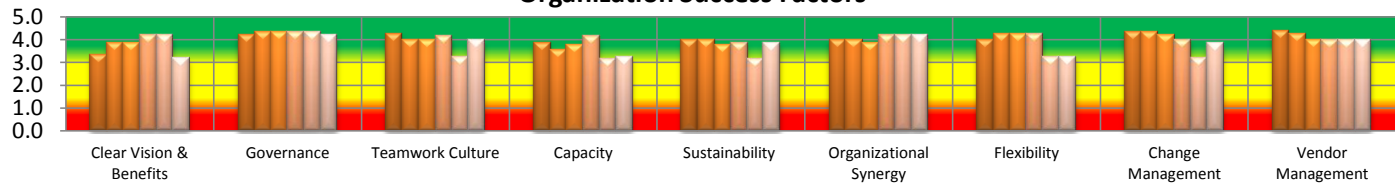
OCIO Success Factors



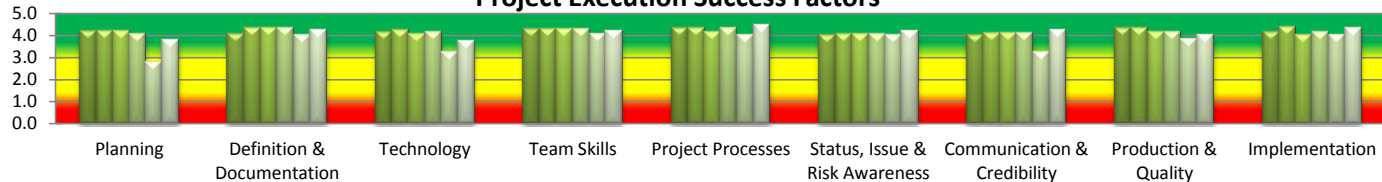
Baseline Performance Success Factors



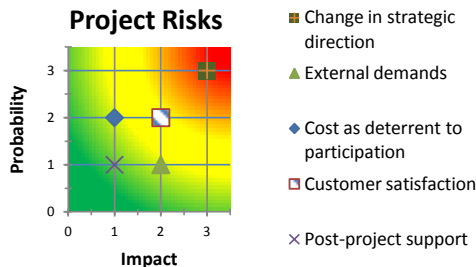
Organization Success Factors



Project Execution Success Factors



Project Risks



Top Issues

- 1) The largest issue facing the project involves a shift in strategic direction. State CIO Bharat Shyam directed CTS to initiate a pilot program for some agencies using Office 365. This will reduce potential users and could impact the project benefits.
- 2) Confidence in the Vault system is low among most agencies.
- 3) Project scheduling and tracking work is falling behind. Agencies need to understand how and when the remaining project work will be accomplished.

QA Commentary

The project team dealt with serious issues in January related to the Vault system. In February, team leaders met with agency leads to discuss the Vault issues, the pending solution, and the steps taken to ensure system stability. February proved to be a stable month for the Vault system, and ingestions are re-starting in early March. However, the complete extent of impact of the Vault issues is not yet known.

Consistent with a newly published state technology direction, State CIO Bharat Shyam directed CTS to initiate a pilot program for some agencies using Office 365. This change will impact the Shared Services Email Project. The shared service costs will be shared by a smaller number of users putting pressure on price. Several of the benefits originally stated as a justification for the shared services email project are less likely to be delivered by this project.

The project plan is in the process of being updated to include more detail on areas of work remaining in the project, including secure email, SMTP relay, and email hygiene/filtering. Staff are working aggressively to complete the new schedule.

Findings and Recommendations

- 1) (Recommendation) Actively communicate with agencies to understand their response to the OCIO Technology Strategy that creates the Office 365 alternative to shared services email. Assess the potential impact on project targets for usage, costs, and on strategies for communication and change management. Formally adjust and communicate project targets and objectives as needed.
- 2) (Repeat Recommendation) Adjust schedule and baselines as necessary, communicate new schedule and milestones to agencies. Develop new interim/detailed milestones for secure email sub-project and remaining work.